

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 6/19/2012	(3) CONTACT/PHONE Trish Avery Caldwell (805) 781-1831	
(4) SUBJECT Request to approve a renewal service contract (Clerk's File) with Eskel Porter Consulting, Inc. (EPC), for the State-funded Case Management Information and Payrolling System (CMIPS) II system conversion in the total amount of \$168,000 for Fiscal Years 2012-2013 and 2013-2014.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign, a renewal contract with Eskel Porter Consulting, Inc. (EPC), for the State-funded Case Management Information and Payrolling System (CMIPS) II system conversion for Fiscal Years 2012-2013 and 2013-2014 in the total amount of \$168,000.			
(6) FUNDING SOURCE(S) State	(7) CURRENT YEAR FINANCIAL IMPACT FY 2012-2013 \$156,000 FY 2013-2014 \$ 12,000	(8) ANNUAL FINANCIAL IMPACT FY 2012-2013 \$156,000 FY 2013-2014 \$ 12,000	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Board Business (Time Est. _____)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A		(12) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A	
(13) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001169		(14) W-9 <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	
(15) LOCATION MAP N/A	(16) BUSINESS IMPACT STATEMENT? No	(17) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date <u>9/1/09; 5/4/10; 3/22/11</u>	
(18) ADMINISTRATIVE OFFICE REVIEW Emily Jackson			
(19) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services / Trish Avery Caldwell
(805) 781-1831

DATE: 6/19/2012

SUBJECT: Request to approve a renewal service contract (Clerk's File) with Eskel Porter Consulting, Inc. (EPC), for the State-funded Case Management Information and Payrolling System (CMIPS) II system conversion in the total amount of \$168,000 for Fiscal Years 2012-2013 and 2013-2014.

RECOMMENDATION

It is recommended that your Board approve, and direct the Chairperson to sign, a renewal contract with Eskel Porter Consulting, Inc. (EPC), for the State-funded Case Management Information and Payrolling System (CMIPS) II system conversion for Fiscal Years 2012-2013 and 2013-2014 in the total amount of \$168,000.

DISCUSSION

The In-Home Support Services (IHSS) program was established in 1973 and is administered at the county level by county welfare departments and at the State level by California Department of Social Services (CDSS) Adult Programs Division (APD). The IHSS program serves low-income aged, disabled and blind individuals who need help performing one or more common daily activity such as bathing, dressing, transferring from bed to chair, eating, and going to the bathroom as well as assistance with other routine tasks necessary to maintain a home and take care of personal business, such as housekeeping, meal preparation, doing laundry, managing money, and making telephone calls.

County welfare offices throughout California are responsible for determining recipients IHSS eligibility and service needs, and managing each case. A county social worker initially assesses an individual in their home to determine the level of support required. IHSS service recipients are responsible for selecting a service provider to perform approved services. If requested, the county or the county's Public Authority (PA) can also help the recipient find a provider, but in many cases, family members provide the support services. Once a provider is identified, the information about the provider is entered into CMIPS for subsequent payroll processing. Every recipient must be re-assessed annually to ensure the proper level of support is approved.

California considers IHSS service recipients to be the "employers" of their service providers for purposes of managing, hiring, firing, and training. As a result, legislation in 1978 mandated CDSS to

develop and maintain a state-wide application and database that tracks information and processes payments for program providers. CDSS contracted with Electronic Data Systems (EDS) for the development, implementation, and later the operation of the CMIPS. The legacy CMIPS automated system was developed over 25 years ago.

Currently all case information associated with the recipients, providers, and assessments is maintained in CMIPS. The legacy CMIPS system tracks around 400,000 cases state-wide and processes over \$4 million in annual payments for IHSS provided to elderly, disabled, or blind individuals. CMIPS offers very basic payrolling and minimal case management support for the IHSS program. The current system is antiquated and in need of major modifications to meet program mandates and accommodate an increasing caseload. The state-wide CMIPS II Project will update the current system to ensure compliance with CDSS mandates and be able to handle anticipated growth in payroll and case management support.

The CMIPS II Project started development in 2008 and is designed to significantly improve a county's ability to manage the fast-growing IHSS program. The primary focus of CMIPS II is to replace the existing legacy CMIPS with a core system that continues to provide the same functionality but is enhanced to meet the requirements of new legislation and policy that requires greater accountability for program services. Some of the general functionality CMIPS II will provide will include the following:

- Real-time Updates (no waiting for overnight batch processing)
- Automated Address Verification
- On-demand Report Printing
- Filter and Sort Report Information
- Pre-populated State Mandated IHSS Forms in English, Spanish, Chinese and Armenian
- Single Recipient Data Entry Location (other data fields are pre-populated)

In addition, CMIPS II will automatically apply hourly task guidelines; support county specific on-line review and approval processes; electronically transfer cases between counties; automate timesheet entries; and provide an interface with the California Medicaid Management Information System (CA-MMIS) enabling Medicaid information to be available with no wait time.

The County conducted a Request for Proposal (RFP) in 2009 for a CMIPS II Coordinator to augment current Department of Social Services (DSS) Automation and Staff Development teams to ensure an efficient conversion from the legacy CMIPS to the new CMIPS II. Based on their experience in system design, installation, implementation, training, quality assurance, and support on a variety of Information Technology (IT) systems, Eskel Porter Consulting, Inc. (EPC), was selected to augment the DSS CMIPS II staff through the stages of pre-implementation, implementation, and post-implementation.

EPC is a California corporation located in Sacramento that was established in 1978. Over time EPC has offered a multitude of services including marketing computer supplies, hardware, cabling, and network services. Today the company focuses on offering Information Technology (IT) consulting to human services government agencies, including working with CDSS to implement the Electronic Benefit Transfer (EBT) system, the Statewide Fingerprint Imaging System (SFIS), and Integrated Statewide Automated Welfare System (ISAWS). They have unparalleled expertise in organizational analysis, process evaluation, re-engineering, and information technology assessment, design, installation, programming and training.

Since the initial contract approval September 1, 2009, Agenda Item No. A-14, EPC has been supporting the local CMIPS II system conversion by providing project management support and coordination services to the county CMIPS II Project Manager. EPC has completed all tasks as required in a timely manner. However, the project is State run and implementation and training have been delayed. We anticipated the CMIPS II project to be completed in San Luis Obispo County by December 2010, though due to project delays at the State level the contract duration was extended. On May 4, 2010 Agenda Item No. A-8 (Amendment I), and March 22, 2011 Agenda Item No A-12 (Amendment II) the contract was extended and funding increased by a small amount to cover some of the costs of extending the contract (See Financial Considerations section for details).

In March 2012 we were notified by the State that the CMIPS II project will require another eighteen (18) months. Because the existing contract terminates June 30, 2012, it was agreed to renew the contract with the new fiscal year instead of amending the contract a third time. Approval of this renewal contract will ensure that the design, development and implementation phases of the CMIPS II system conversion are carried out using best practices and standards in the redevelopment of a large existing client-server application. It is critical that Department staff have up-to-date automated systems to maintain program integrity of the IHSS program. The CMIPS II application is now estimated to be implemented in SLO County by December 2013, however this date is based on state-wide target dates and may be extended based on changes to the conversion rollout.

OTHER AGENCY INVOLVEMENT/IMPACT

The County actively participated in the CMIPS II Project implementation. County Counsel has reviewed and approved this contract as to legal form and effect.

FINANCIAL CONSIDERATIONS

On September 1, 2009 (Agenda Item No. A-14), your Board approved the original CMIPS II contract with EPC in the amount of \$200,000. This funding covered two partial fiscal years (FY) or eighteen (18) months, starting October 1, 2009 through December 31, 2010. However due to delays at the State level the CMIPS II project was not completed as planned and on May 4, 2010 Agenda Item No. A-8 (Amendment I) and on March 22, 2011 Agenda Item No. A-12 (Amendment II) the contract was both extended and funding increased.

The May 4, 2010 Amendment I extended the contract period from December 31, 2010 to June 30, 2011 (6 months) and increased the state funding amount by \$19,560 to cover contract costs associated with keeping staff allocated to the project for an extended period. The March 22, 2011 Amendment II extended the contract period from July 1, 2011 to June 30, 2012 (12 months) and

increased the state funding by \$18,000. The total contract amount was increased an estimated total of \$30,000 for the period of October 1, 2009 through June 30, 2012 (44 months). The increase in funding over four (4) calendar years has been low as a result of unspent funds being reallocated to future budgets.

The total contract amount for EPC CMIPS II services is \$168,000 and will cover eighteen (18) months. Once the CMIPS II conversion is completed, contract services will terminate. This contract is 100% state funded and is included in the Department of Social Services adopted budget for FY 2012-2013. Funding for FY 2013-2014 will be established at a later date based on funding and project status. The conversion is fully funded by the State and no General Fund contributions are required.

Agency	Actual FY 09-10	Actual FY 10-11	Est. FY 11-12	Budget FY 12-13	Budget FY 13-14	Notes	Sharing Ratios
							State
Eskel Porter Consulting, Inc.	\$75,120	\$98,240	\$54,880	\$156,000	\$12,000	CMIPS II Conversion	100%

RESULTS

The CMIPS II system will replace the legacy CMIPS system that was in operation for more than twenty-five (25) years. The new system was developed to meet current and projected programmatic data, tracking and technical needs. The CMIPS II system supports the County's vision of a well-governed community that results in providing quality services that are responsive to community needs.

FYS 2009-2010, 2010-2011 and 2011-2012

The task chart below provides categories of performance outcomes estimated to be completed when the contract for services is completed. In the period from October 2009 to present the only task that has been completed is the "Pre-Engagement" piece. All other components are on-going and will continue on in the new contract.

Task	FY 2009/2010	FY 2010/2011
Project Management <ul style="list-style-type: none"> • Provide continuous Project Management support to the County Project Manager • Identify Risks and Issues, suggest alternative solutions and report on both items monthly • Provide project progress reports for management monthly • Monitor/Report County Work Plan Progress monthly 	10/2009–6/2010	7/2010-04/2011
Pre-Engagement <ul style="list-style-type: none"> • Review the State/County Pre-Engagement Plan and recommend any County required changes (Workgroups, work products) 	n/a	Anticipated completion 6/30/2012

Task	FY 2009/2010	FY 2010/2011
<ul style="list-style-type: none"> Monitor/Report County Progress monthly 		
Data Readiness		
<ul style="list-style-type: none"> Import and produce monthly exception reports Monitor/Report County Progress monthly 	10/2009–6/2010	7/2010-12/2010
Communications and Public Outreach		
<ul style="list-style-type: none"> Identify key stakeholders and advocacy groups Develop/Implement the CMIPS II Communications Plan 	10/2009–6/2010	7/2010-12/2010
Business Process Re-Engineering		
<ul style="list-style-type: none"> Attend and engage in the IHSS Gap Analysis meetings hosted at the County site Review “As Is” and “To Be” models and help develop and document County business processes/procedures and associated changes Develop/Implement the County Business Change Management Plan (BCMP) 	10/2009–6/2010	7/2010-12/2010
Site Preparation		
<ul style="list-style-type: none"> Assess workstation, hardware, software and printer requirements Participate in connectivity needs assessment 	02/2010-06/2010	07/2010-12/2010
Training		
<ul style="list-style-type: none"> Provide on-site CMIPS II training support Assess computer literacy skills and required training 	10/2009–06/2010	7/2010-12/2010
Engagement and Implementation		
<ul style="list-style-type: none"> Review the State/County Engagement and Implementation Plan and recommend any County required changes (Workgroups, work products) Work with the County Project Manager and EDS Implementation Lead Monitor/Report County Progress monthly 	5/2010-06/2010	07/2010-12/2010

FYS 2012-2013 and 2013-2014

Task	FYS 12-13 thru 13-14	
Project Management <ul style="list-style-type: none"> • Provide continuous Project Management support to the County Project Manager • Identify Risks and Issues, suggest alternative solutions and report on both items monthly • Provide project progress reports for management monthly • Monitor/Report County Work Plan Progress monthly 	07/2012–06/2013	07/2013-12/2013
Data Readiness <ul style="list-style-type: none"> • Import and produce monthly exception reports • Monitor/Report County Progress monthly 	07/2012–06/2013	07/2013-12/2013
Communications and Public Outreach <ul style="list-style-type: none"> • Identify key stakeholders and advocacy groups • Develop/Implement the CMIPS II Communications Plan 	02/2013–06/2013	07/2013-12/2013
Business Process Re-Engineering <ul style="list-style-type: none"> • Attend and engage in the IHSS Gap Analysis meetings hosted at the County site • Review “As Is” and “To Be” models and help develop and document County business processes/procedures and associated changes • Develop/Implement the County Business Change Management Plan (BCMP) 	07/2012–06/2013	07/2013-12/2013
Site Preparation <ul style="list-style-type: none"> • Assess workstation, hardware, software and printer requirements • Participate in connectivity needs assessment 	01/2013-06/2013	07/2013-12/2013
Training <ul style="list-style-type: none"> • Provide on-site CMIPS II training support • Assess computer literacy skills and required training 	03/2013–06/2013	07/2013-12/2013
Engagement and Implementation <ul style="list-style-type: none"> • Review the State/County Engagement and Implementation Plan and recommend any County required changes (Workgroups, work products) • Work with the County Project Manager and EDS Implementation Lead 	07/2012–06/2013	07/2013-12/2013

Task	FYS 12-13 thru 13-14	
• Monitor/Report County Progress monthly		

ATTACHMENTS

1. Attachment: Clerk's File